

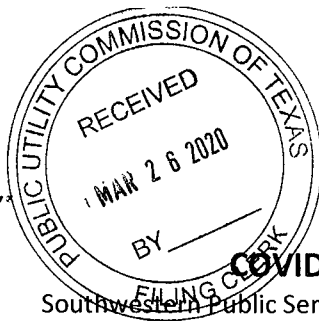


Control Number: 50664



Item Number: 104

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## COVID-19 PANDEMIC RESPONSE ACTIVITIES

Southwestern Public Service Company (SPS), Wednesday, March 25, 2020

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### CURRENT CONFIRMED NUMBERS (public/employee)

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Panhandle	8 / 0	New Mexico	6 / 0
South Plains	21 / 0		

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### STAKEHOLDER COMMUNICATIONS

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#### State EOC

- Enterprise Preparedness – Tuesday and Thursday

#### PUC/PRC

- Regulatory Affairs – Weekly

#### City/County

- Community Relations – Weekly

#### Advertising

- Safety Only Messaging
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### OPERATIONS

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#### General

- 11,800 Xcel Energy corporate-wide Working From Home – 3/23
- Both Texas and New Mexico have excluded the Energy sector in Executive Order
- Curry County Texas and City of Lubbock under a Shelter in Place type order with utility exclusions
- Increased cleaning at service centers, general offices and plants
- All category 2-4 employees now working from home
- No visitor policy at all locations
- Only vendor delivery of essential goods and services are allowed

#### Distribution

- Control Center is conducting “well checks” w/ temperature readings for employee entry
- Control Center is considered sterile environment with restricted access
  - Employees are cleaning
- Distribution Control Center (DCC) has cots and food provisions on hand
- Xcel Energy employees will NOT enter into residential customer dwellings
- Servicemen are reporting directly from home to job site
- Crews are beginning staggered start times to increase social distancing
- Pre-Evaluating and establishing “Critical Work Only” in case of workforce infections
- Design Engineers and Designers working from home but still visiting job sites while maintain social distancing guidelines

#### Transmission

- Transmission Control Center (TCC) employees are performing a temperature self-check before arriving at the control center

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- All non-operators are working from home
- Transmission Control Center (TCC) is considered sterile environment with restricted access
  - External cleaning crew
- Transmission Control Center (TCC) has cots and food provisions on hand
- Pre-Evaluating and establishing "Critical Work Only"
- Substation O&M crews and Relay Technicians are reporting from home to job site
- Transmission Construction employees reporting to job site

#### Energy Supply

- Power plant Control Room Employees have been isolated
- Isolated contractors performing capital work
- Power plant Control Room has cots and food provisions on hand

#### Supply Chain

- Pre purchased fundamental supplies such as wire, poles, and cross-arms
- Established work from home guidelines for key vendors and consultants
- Established vetting of key operational contractors

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### CUSTOMER CARE

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#### Customer Call Center

- Customer Care agents have begun transitioning to Work from Home
- Customer Care agents are scripting customer calls, inquiring if anyone has COVID-19 or is quarantined at the location
  - Informs customer that our worker will not shake hands and will maintain social distance
- Suspension of Disconnection of Service to any residential service
- Suppressing New Mexico Residential Late Payment Fees

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### AMARILLO REGIONAL HEADQUARTERS

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- Most employees working from home
- Semi-daily cleaning of surfaces
- In-person meetings changed to only phone-in meetings using expanded Avaya and CenturyLink tele-conferencing capacity
- Zoom and Skype for business video conferencing applications increasingly being used
- Workout facilities closed
- Social distancing guidelines in place

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### WATCH ITEMS

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#### General

- Cleaning supplies and sanitizer becoming less available
- Availability of thermometers for expanded employee temperature checks
  - Request made to Texas EOC for assistance in finding thermometers